



Communication Solutions



4+

Now with mobility and collaboration functionalities – in a new design

ProCall Enterprise



Communicate and collaborate – effectively!
Business-class Unified Communications software

// Unified Communications & classic CTI



ProCall Enterprise

Efficient communication. In the company.

Unified Communications and CTI solutions improve intensive communication work procedures

As a pioneer of Computer Telephony Integration (CTI), ESTOS has its roots in technologies that bridge the gap between computers and telephony, which are the foundation of Unified Communications solutions today. Since 1997, ESTOS products have been improving work procedures in business areas with intensive communication. The ProCall Enterprise client/server solution is the innovative and awarded bestseller of the portfolio.

Unified Communications

Unified Communications (UC) is a direct result of the convergence of the IT and telecommunication worlds. These areas have converged ever closer towards each other and finally merge. In the past, different communication devices were developed, sold and used separately. They were also based on different networks (e.g. E-mail and telephone). Through the shift of communication in IP-based networks, bridges were built by Unified Communications between different forms of communication. UC is therefore a holistic approach which integrates well-known technologies from the IT and telecommunications sector into a new concept.

Successful communication

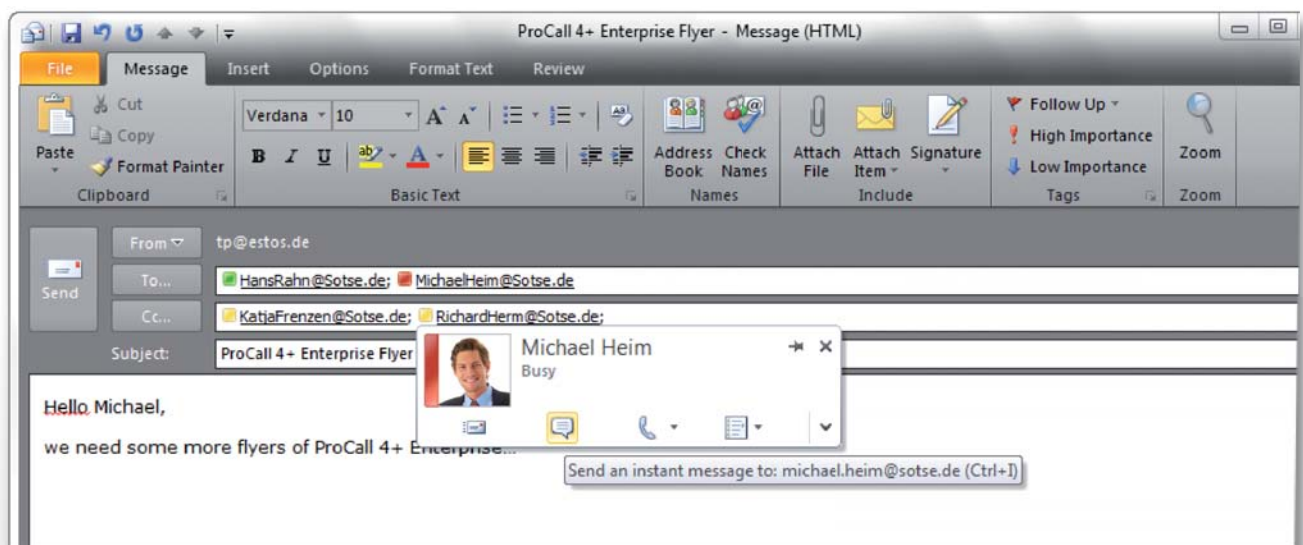
The aim of UC is to unify communication processes, to relieve employees and at the same time increase customer satisfaction. On one hand this is achieved through the availability of UC solutions for all employees and on the other through the integration of different networks, systems, media and company applications, for example: E-mail, computer telephony integration (CTI), presence

management or instant messaging on a typical PC workspace. The central controllability of the UC system also plays a role.

All these points are the value proposition of UC: *More business value through the optimization of communication-intensive business processes.*

To ensure that this promise is honored, ESTOS offers the client/server platform ProCall Enterprise, a professional Unified Communications solution for small and medium-sized companies and easily linked to ITC infrastructure.

ProCall Enterprise offers CTI, presence management and instant messaging, as well as further functions to improve cooperation (collaboration) in the company and beyond (Federation). It is the perfect combination to optimize your existing ICT infrastructure, for example, for Microsoft Office, groupware systems like Microsoft Exchange with Outlook, Lotus Notes and Tobit David, CRM-, ERP- and vertical market-applications, Windows Terminal Server, Citrix and established virtualization technologies.



Microsoft Office integration



UC in the company

The conclusion of the early Berlecon Study (2008) "Unified Communications for small and medium businesses" was, that the selection of a technical solution and an equal partner was critical to the successful implementation of a Unified Communications solution. The latest study from Berlecon (2010) "UC meets Business" indicates that in the future external networking (federation) and integration in business processes (CEBP) will be the next focus – to optimize customer communication and the integration of mobile employees.

Therefore, next to investment protection, a sustainable solution should have an architecture which can be quickly and easily integrated into the already existing ITC infrastructure. In order to enable this, the product has to support standard protocols (e.g. SIP/SIMPLE or XMPP), which allows collaboration beyond the borders of the company.

What is CTI?

Computer telephony integration (CTI) refers to linking telephony with information technology. With CTI, computer programs and applications can be used for telephony functions, like the ability to automatically set up, pick up and hang up calls. Furthermore, CTI uses callback and forwarding functions to connect callers and set up conference calls. Typical CTI programs notify the user of the status of all telephones and devices, regardless of whether they are wired or mobile DECT devices. Integration with information technology happens on several different levels: integration of data services, integration on the application level and integration in the user interfaces. With CTI a distinction is made between the two architectures, although hybrid versions are possible.

With CTI a distinction is made between the two architectures, although hybrid versions are possible.

First party – the individual workspace

CTI solutions can be utilized by individuals or deployed in network-based settings for integration of multi-party teams, most single workstation solutions are directly connected between the telephone and the computer, which can also be set up using LAN.

Third party – teams, partner, contacts

For network solutions, a CTI server centrally controls the telephone and its assignment to users and generally offers intelligent services in addition to administrative applications. These all establish the basis for collaborating as a team, which ultimately creates more benefit and increased value compared to single workstation solutions. ProCall Enterprise uses an extremely powerful and scalable third-party CTI implementation that works with all VoIP, hybrid and classic TDM telephone systems that support CSTA or TAPI.

What does improved collaboration mean?

Today, the tools for communicating – phones, E-mails and increasingly instant messaging, are fundamental components in most areas of business life and therefore cooperation in the business environment. New media applications (e.g. desktop sharing) offer enhanced functions as well as practical challenges: users and administrators should not be overwhelmed; commercially an optimum on investment protection should be offered and sustainability should be promoted. ProCall Enterprise unifies the use of typical communication services, so that users can concentrate on their actual jobs in their individual business context and the overall associated process can therefore be simplified.



ProCall Enterprise

Better cooperation. Between companies.

Federation as a future key technology
improves cooperation between organizations

The idea of social networks using web-based technologies has reached companies. The new, key technology, Federation, makes this improved cooperation possible. With federation, organizations can exchange presence information and instant messages today in an open and secure way (SIP SIMPLE & XMPP). In Europe, ESTOS stands at the forefront of this development and can provide solutions for different federation scenarios.

What is presence management?

In the world of classical CTI concepts it was not the user that was the focus, but rather their phone lines ("line-centric architecture"). Here it was always, "line 177 – Franz Mueller – busy". ProCall Enterprise as a SIP based UC platform puts the emphasis on the person, a new "person-centric architecture". Naturally, here the person communicating comes first! Consequently, it is now "Franz Mueller – busy – in a call" or "Franz Mueller – busy – in a meeting until 12:00". If on top of this you integrate new media into the communication concept then the following questions arise. Is the person I want to communicate with available? Through which medium can I make contact? The answer to this is provided by ProCall Enterprise's integrated presence management system. It links the so-called presence information with each user. This is created by defined rules, based on the status of several services (e.g. telephony, calendar, and system services). The presence information provides dynamic information about the availability of the communication partner.

What is instant messaging?

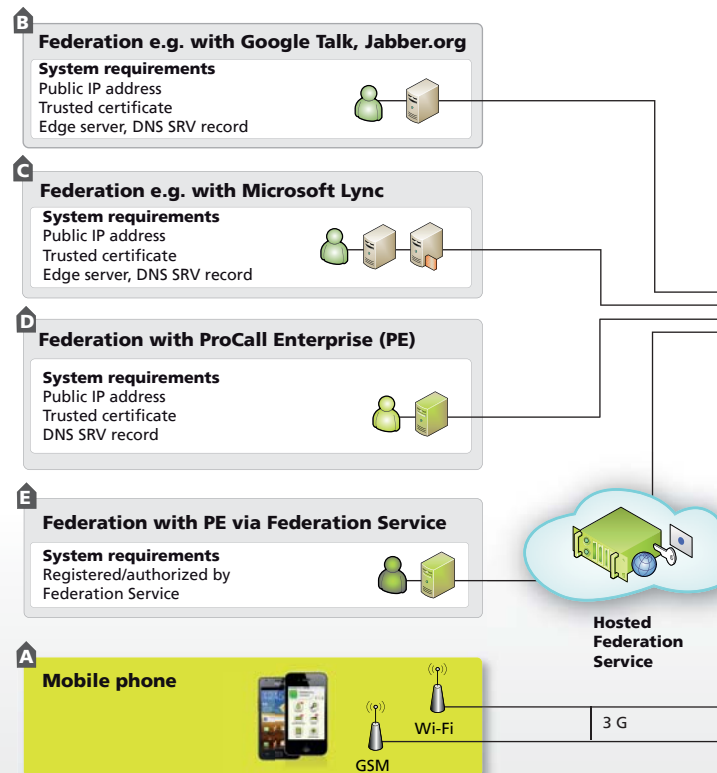
In today's typical office environment, two forms of media dominate: the telephone – to communicate in real-time (a synchronous medium), and E-mail – as the predominant form of correspondence (an asynchronous medium) for a less urgent form of communication. Other asynchronous media, for example, the fax, is less important now due to the rise of E-mail communication.

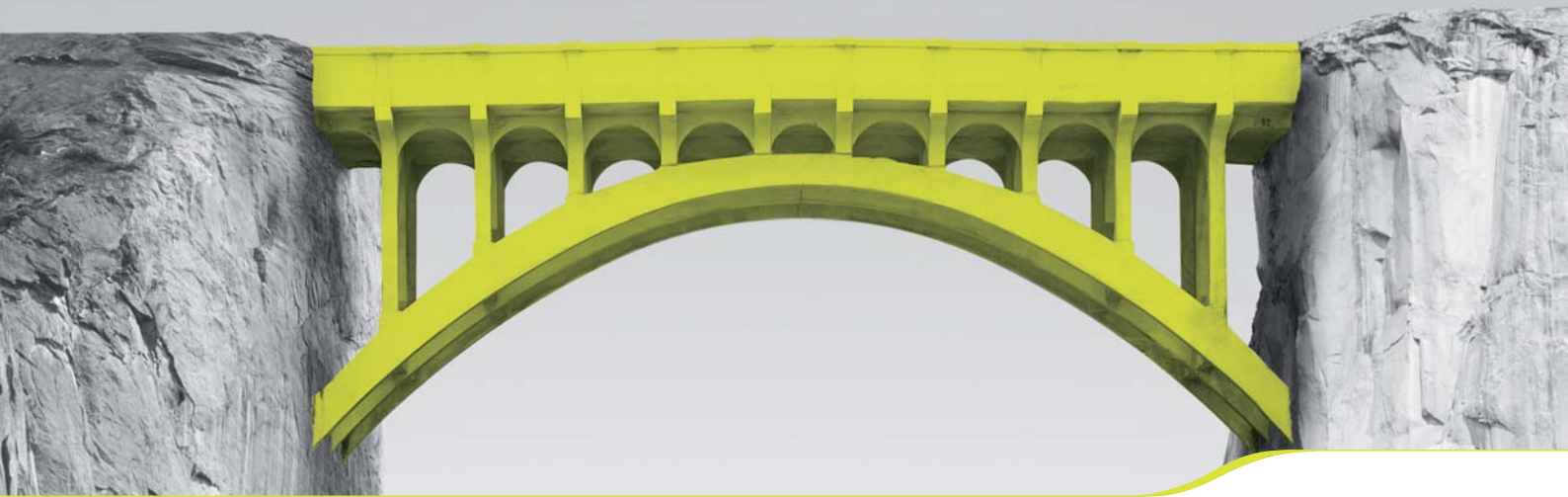
Because of continuous optimization of networks and the rising acceptance from users, another relatively new method for written correspondence has been established: instant messaging (IM, chat). With this method two or more users communicate via text messages. Messages are exchanged on a real-time basis via a push method. Users work usually with a special client application. The clients are connected with each via the UC server or another service. The usage is as uncomplicated as E-mail, with the advantage that it allows for a spontaneous

reaction and an immediate response can be expected – perfectly suitable for short queries.

Both presence management and instant messaging services complement telephone and E-mail very well. They allow the user to address the contact in a way appropriate to the situation.

In this topology you will see different types of federation. Company A is in a federation with other companies (B, C, D, E) parallel and in different ways.





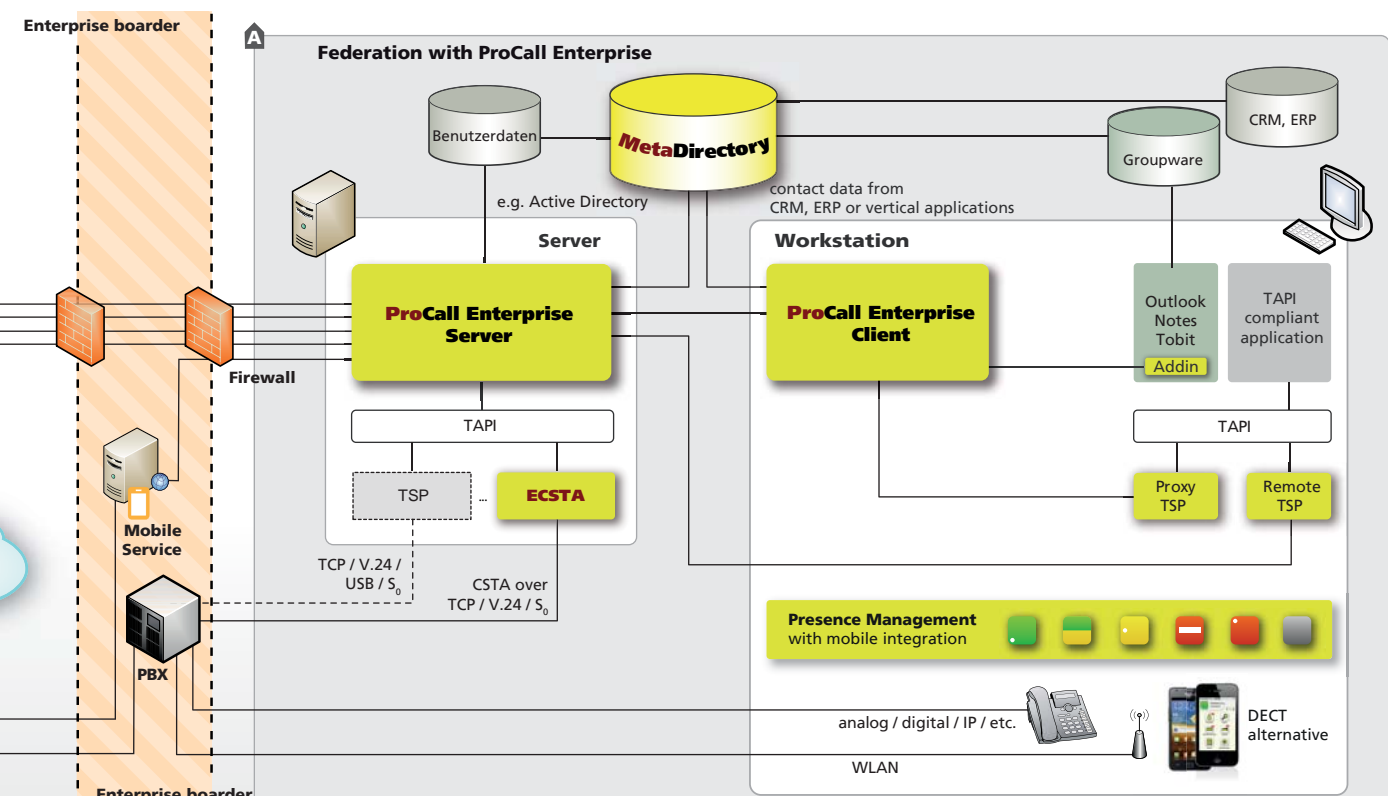
What is federation?

A federation is a special trust frame or trust network for users of IT and telecommunication systems, which creates a secure structure for communication between organizations and companies.

Within the frame of this structure, every organization defines the quality of the information which it would like to reveal and decides which services and systems may be used for the exchange of information. Typical communication services which are used today on the base of a federation are presence management and instant messaging (chat). The presence management of a federation allows the exchange of presence information with, for example, partners or customers beyond company borders.

If somebody is online and available then one can get in touch ad hoc via phone or send a text message and can expect an immediate answer (instant messaging, chat). Furthermore, ProCall provides even more functions: There is, for example, the possibility of being informed about any change of the presence status of a certain person (tagging). This is an extremely helpful function if you are waiting for a person to return to their workplace because you need information urgently.

This is noticeable in its similarity to social networks functions. Therefore ESTOS sees the federation as key technology for the employment of Web 2.0 applications in a business environment.



Overview typical solution with federation



ProCall Enterprise

Better co-operation. As a team.

Efficient co-operation within a company,
in teams and on a departmental-wide level

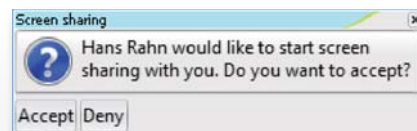
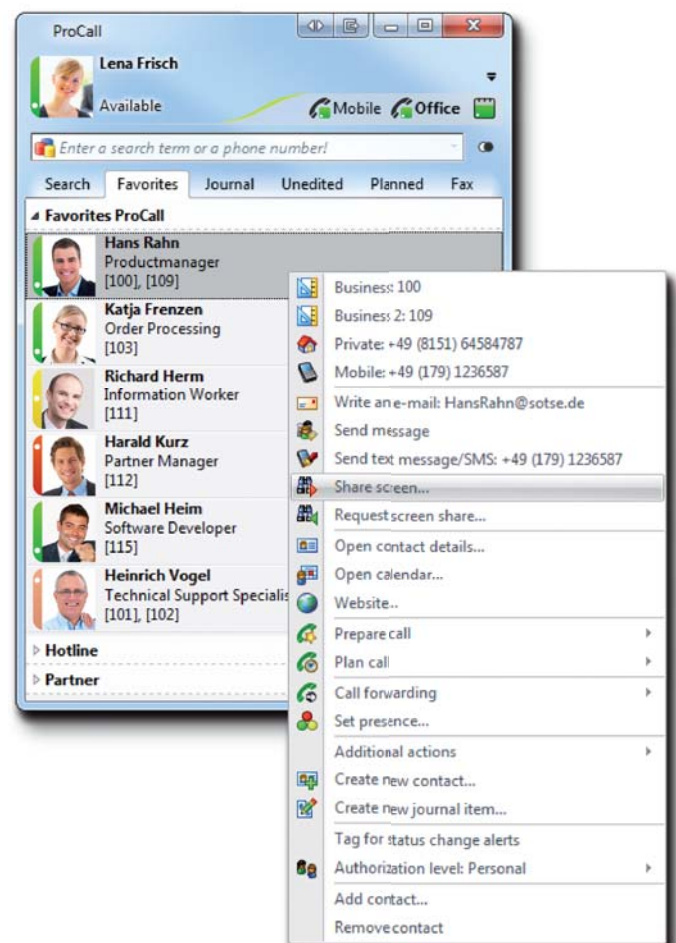
Today, co-operation is a central part of the performance and competitiveness of a company. With Collaboration, the ProCall desktop sharing system, the professional teamwork in your company will be strengthened and co-operation of employees specifically promoted.

What is Collaboration?

The word collaboration is derived from the Latin word „colaborare“, which basically means group co-operation. Within a company, this co-operation is of vital importance to the successful implementation of common goals.

Today's daily work places high demands on multi-interaction: High availability over a broad range of communication channels (phone, e-mail and instant messaging), coupled with the ability to provide information, are standard. Every small improvement that leads to an alleviation of operations helps the employees and allows them more time to concentrate on their own actual tasks. It is precisely here where the functions of ProCall Enterprise Collaboration come in.

In addition to presence management, instant messaging, and improvements in overall co-operation on the basis of Federation, the connection of open standards (SIP/SIMPLE) and secure protocols (TLS), ProCall Enterprise offers many features which improve co-operation between employees within a team or on an inter-departmental basis. Examples are the ProCall Monitor or the integration of calendar information. Additionally, ProCall Enterprise extends the desktop sharing function, which increases co-operation in small and medium-sized companies via improved visual components that simplify workflows, and at the same time improves the company's problem-solving expertise.



ProCall mainwindow – kontextmenue

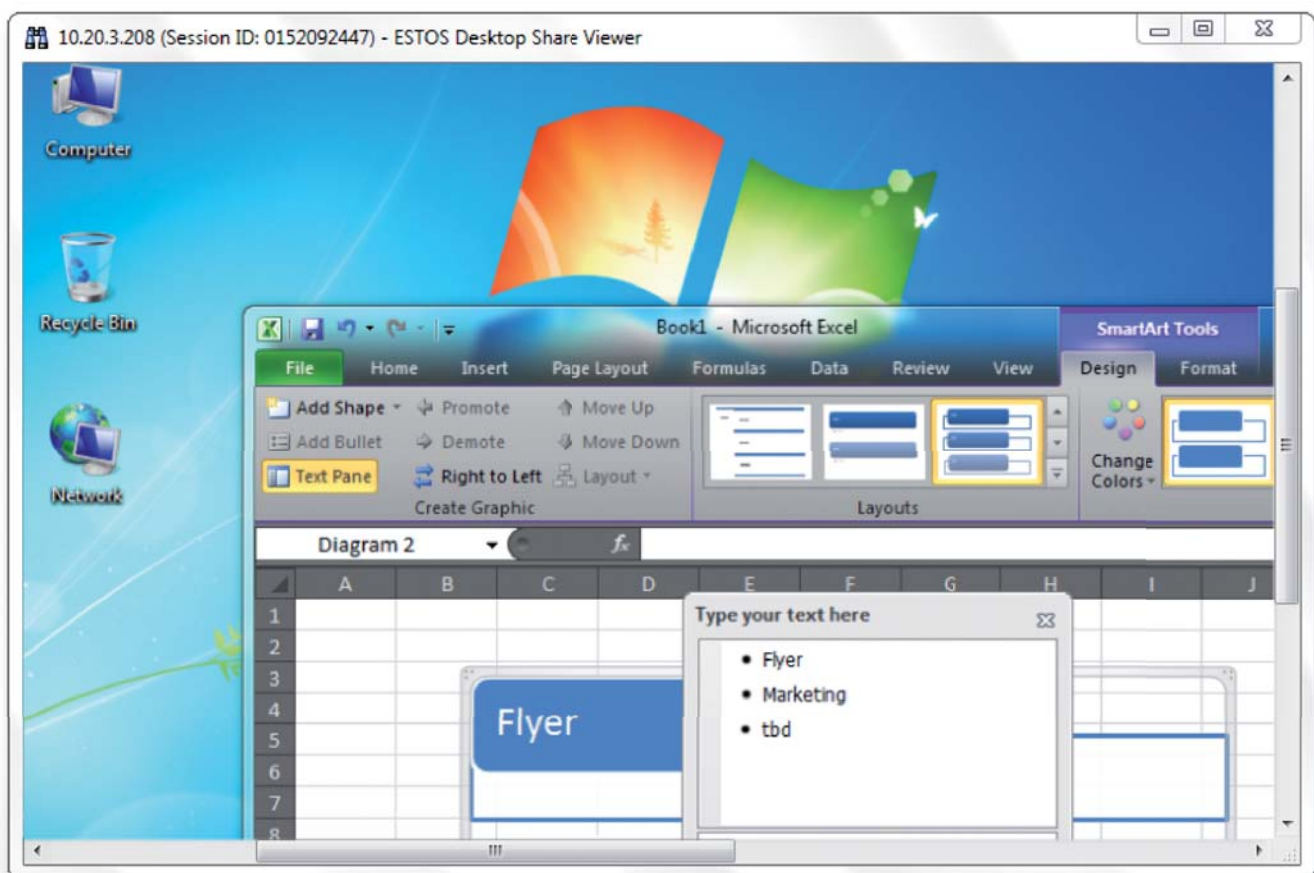


Desktop Sharing

Compared to specialized applications that due to high cost are usually only reserved for a few users, ProCall Enterprise enables the use of essential functions of the desktop sharing feature without effort. ProCall users can easily request or release a screen share. This immediately leads to better and more effective co-operation.

Practical benefits

PC technical or comprehension problems are often complex and not easily resolved over the telephone or by e-mail. This is where the desktop sharing feature of ProCall Enterprise comes in. Directly viewing the desktop of the other party allows faster and uncomplicated problem solving. For the user, this eliminates the need for endless further enquiries and saves an enormous amount of time.



ProCall Desktop Sharing window



ProCall Enterprise

Support user agility. Optimize work procedures.

Simplify repetitive tasks and
eliminate any source of errors.

The task of the ProCall client is to optimize communication-intensive work processes, e.g. in purchase handling, customer service or sales departments. From a technical point of view, it's about intelligently interweaving UC and CTI functions with Groupware, CRM, ERP or specialized applications, so that the individual user will expand noticeably less effort and become more agile.

What is ProCall Enterprise?

ProCall Enterprise is a Unified Communications solution featuring CTI, presence management and instant messaging designed for companies that want to improve their business processes in communications intensive applications. The modular client-server solution for Microsoft Windows and Office environments includes powerful components that enable deep integration with the existing IT infrastructure and compatibility with emerging technologies to protect current and future investments.

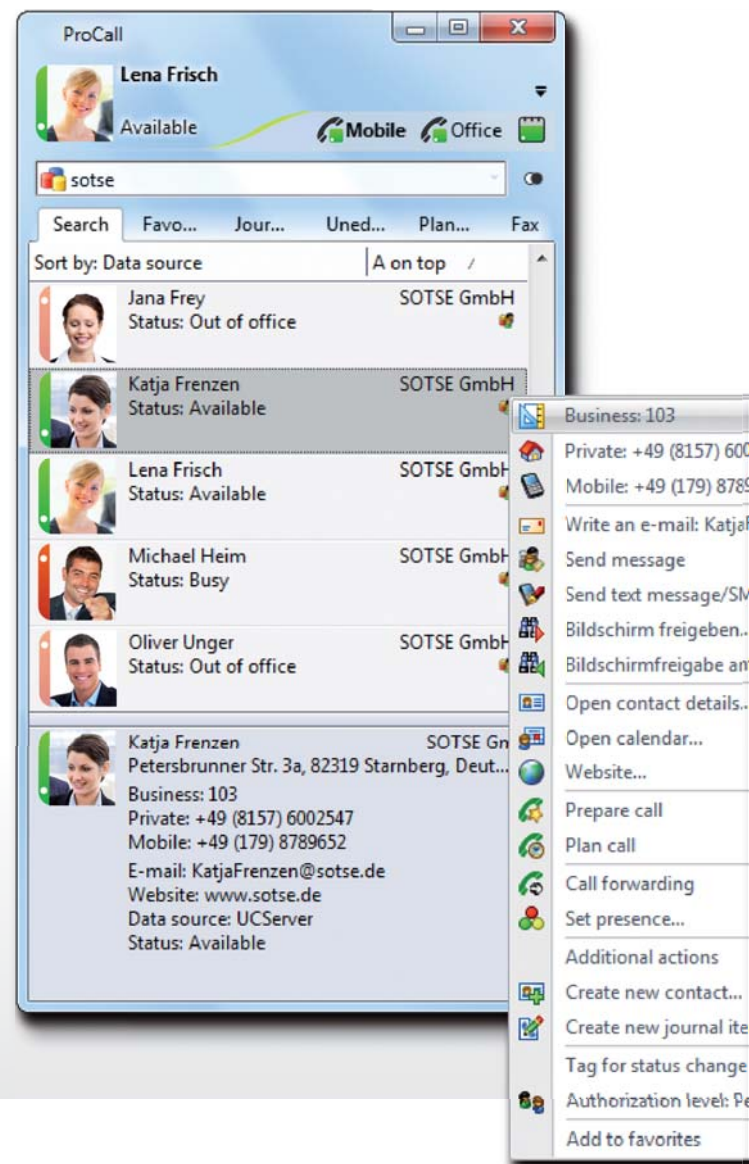
What sets ProCall Enterprise apart?

Continuous innovation has made ProCall Enterprise a technological leader – a trail-blazing original that is setting standards for competitors. ProCall Enterprise is certified by numerous telecommunications and IT technology partners that all confirm – without exception – its reliable functionality and trouble-free operation.

How does ProCall Enterprise work?

The ProCall Enterprise server is a tool for user administration and permissions management, and offers authentication-based security. It maintains central log files and journals and integrates databases while centrally controlling the lines of CTI-capable end devices. Various services can be integrated using a software development kit (SDK). Special drivers (remote TAPI service provider) are available to facilitate communication with other clients and servers. Their transparent implementation using Microsoft TAPI guarantees unlimited compatibility with all TAPI-compatible applications and groupware solutions.

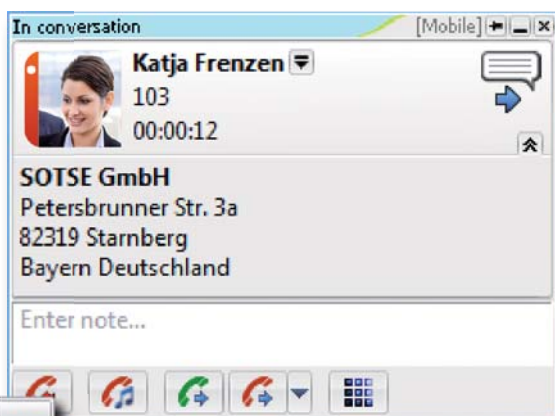
ESTOS offers ProCall Enterprise client versions that are optimized for Microsoft Outlook/Exchange, Lotus Notes and Tobit David InfoCenter. Along with their ability to assist in dialing, both client types offer contact, journal and task management. The solutions also include team functions that can be flexibly integrated into almost any scenario and feature with Microsoft Outlook calendars and short messaging services (SMS).





Quick access to contacts and information

The main window of the ProCall client is intuitive and simple. The search function is contact-based and provides more sophisticated filtering options. The search results, or the found contacts, can be processed in a single workflow within leading business applications. When a call comes in, the contact information pops up in the preferred context. Unknown phone numbers can be easily assigned to an already existing or new contact.



ITBestenliste.de



Main- and conversation window

Always professional and relevant

The pop-up or automatic opening of contact data for an incoming call enables a brief period of preparation that lets the user address the customer personally. The automatic, pop-up, however, does not require the call to be answered. The pop-up can be configured and customized in any way the user sees fit.

The user determines which windows will open, for example, whether a discrete speech bubble, Microsoft Outlook contact or CRM application is auto-generated. Journals can be adapted to personal requirements in a similar manner. Information about a missed call can be sent to any E-mail address and a return call can be made or planned with a simple mouse click. Information about the selected contacts can also be displayed for outgoing calls.

Memos and project assignment

General information and memos on conversations or dialog partners can be easily recorded and accessed at any time. The services also include assignment to project codes or client-based categories, as well as interfaces for centralized evaluation of this data.

Seamless integration with business applications

For outgoing calls, the integration of ProCall Enterprise into Microsoft Windows means users can directly dial numbers and retrieve personal contacts from nearly every application. The so-called Office integration enables seamless integration into Microsoft Office applications, Lotus Notes as well as established business applications.



ProCall Enterprise

Benefit on the move. With Apps for iPhone, iPad and Android.

Secure access to your communication platform
ProCall Enterprise with mobile devices

With the rapid proliferation of smartphones and Tablet PCs, ESTOS has expanded its mobility solution modules for Unified Communications and CTI. Employees can now communicate more effectively on the move, thereby improving co-operation within the company. The availability of your employees is optimized through a secure and seamless integration of Apps for iPhone, iPad and Android in the Unified Communications (UC) solution ProCall Enterprise, as well as in the existing telecommunications infrastructure.

The main functions

ProCall Mobile is optimized for mobile use and has all of the most important functions available for each smartphone platform. Even on the move, the user can quickly and easily gain access to existing corporate contacts, make phone calls, redirect calls, and with presence management discover whether colleagues are on the phone or are available at work. The design of Apps places special emphasis on operability, so that easy use is guaranteed in your daily work routine at any time. This range of activity is derived from the intuitive design.

Access to personal favourites whilst underway

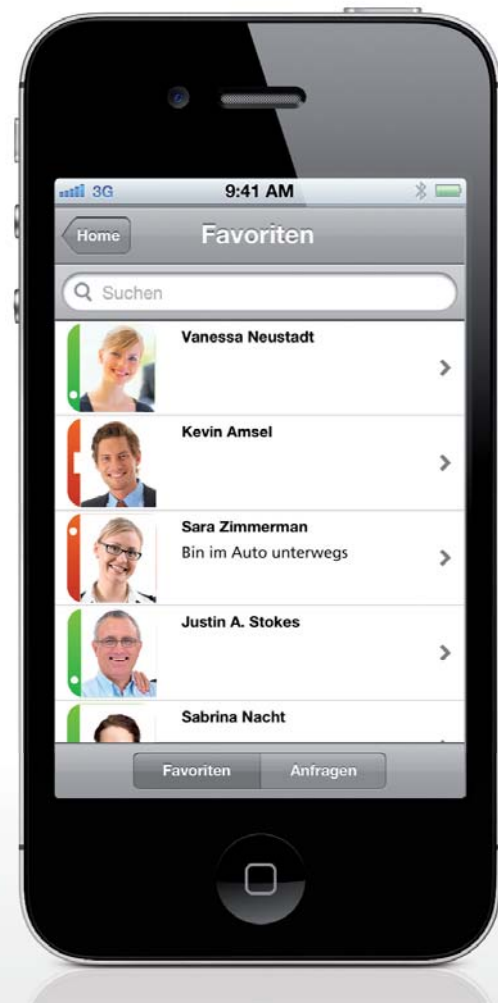
Contact details of personal favourites are automatically synchronized with the office workplace and accessible on the move. ProCall Mobile allows the initiation of telephone calls, the sending of text messages, the writing of instant messages, or simply navigating to selected contacts. With ProCall Mobile's presence management, you can always keep track of your contact's availability allowing you to decide the appropriate form of establishing contact, depending on the situation. You are able to see if the contact is engaged in a meeting, or if he is already on the phone on another extension.

Control your own availability

There is the opportunity to control your availability at any time, which is essential in managing the communication flow. Your contacts can see how and when you are available and choose the best form of establishing contact, based on this information. If, for example, you are in the car, you can set your profile via the App to 'absent' and add the information, "I'm in the car." Therefore, your call partner is then aware that you are best contacted via the hand-free speaker option on your smartphone – whereas sending an e-mail, instant message, or a text message, whilst driving is simply inconvenient.

Trace Calls

The familiar ProCall Enterprise Journal is also available for mobile devices. If a call is received on your extension and you are unable to take it personally, ProCall Mobile Office allows you to take it whilst on the move. If you receive a call on your desk phone and the number is not stored already in your smartphone phone book, then you can view the call log allowing you to repeat the call.



ProCall Mobile – Favorites



Remote control for the desk phone

Have you ever forgotten to arrange call forwarding from your desk phone to another phone number? With ProCall Mobile you also have mobile access to your desk phone and can organise call forwarding to any contact from your phonebook.

You also have the option to dial any phone number from your smartphone on a desk phone. You only have to decide which desk phone to select and then initiate a call from your smartphone, and it can then be made on the desk phone.

Handle planned calls

Plan your phone calls at work and simply complete them with ProCall Mobile whilst underway. Thus you can always keep an overview of the status of development and can decide which phone call you have planned next. If you could not conclude a planned call, a note can be assigned, for example, and you can process the call again later.

Chats at a glance

The most recent instant messages from colleagues, business partners and customers can be seen in the App at any time and continued if necessary. So you have the latest information at a glance. New instant messages are highlighted so that you never miss a reply or forget to answer. Use the chat function, if you wish to transmit 'silent' information to your contact when a phone call is not appropriate or possible.

Finding instead of searching

With ProCall Mobile you can safely and quickly find your desired contact in all of ProCall Enterprise's connected data sources. The storage of contact information on your smartphone is unnecessary and has a significant safety advantage over synchronization with your desktop PC. You can be sure that the contact information is always current. This saves a lot of time.

FMC (Fixed Mobile Convergence)

ProCall Mobile was developed with support from FMC (Fixed Mobile Convergence) solutions. Thus a conversation on the smartphone is considered to be in the presence management system of the Unified Communications (UC) solution ProCall Enterprise. If you are in a conversation, the presence status is signalled to all contacts. The typical FMC solution, One Number Support, is applied to control the extension from the smartphone.

Safety

ProCall mobile was developed taking into account BYOD (Bring Your Own Device) and stores no data itself on the smartphone. To subscribe to the Unified Communications (UC) solution ProCall Enterprise, a username, password and accessible Internet HTTPS address are required. The applicable safety rules for changing a user's password apply for ProCall Mobile.



ProCall Enterprise

Everything at a glance. With a personal touch.

All important information arranged
clearly and individually.

The ActiveContacts-technology in ProCall puts the focus on the individual. With Active Contacts, users can track information such as contact data and telephony status in real time, and trigger certain tasks. These presence management mechanisms, including integration with the Microsoft Outlook calendar, make sure you always know when and via which medium your contact partners are available.

What are ActiveContacts?

ActiveContacts are contacts that you receive more information about. The ProCall server links all known contacts with information and the actions of various services, including telephony, calendar and personal presence management services that provide comprehensive information about the availability of a particular contact. This also enables integrating contacts that are not connected via CTI – a key advantage over classic CTI applications.

On holiday. now what?

Users can set up and activate call redirect functionality for end devices based on scenarios or user-defined presence settings. The appropriate forwarding scenario can be activated by setting a presence or absence status (line 1 to mailbox, line 2 to mobile). For other users' end devices calls can be picked up and redirects can be monitored, set and deleted – provided the users have the appropriate authorization.

The screenshot shows the 'ProCall Monitor' window with tabs for Sales, Technic & Support, Marketing, Order Management, Lines, Customer, Supplier, Project Fieldtrail, and Project Fair. The 'Sales' tab is active, displaying a grid of contact cards. Each card shows a contact's name, phone number, and status. Below the grid, four status labels are connected to specific cards by lines:

- available with notice**: Connected to Rudolf Müller [145]
- available external contact**: Connected to John Eckert [127] umgeleitet auf [333]
- busy in conversation**: Connected to Robert Wagner [115] umgeleitet auf [158]
- out of office**: Connected to Dirk [106]

When can we meet?

With the team monitor you can see the availability of all your contacts at a glance. You see who can take a call, who's already on the line, who's busy and who doesn't want to be disturbed. You can also see who is away, when that person is scheduled to return and why they are absent. Integration with the Outlook calendar offers an application area outside of telephony, making it possible, for example, to group calendar users and resources such as meeting rooms in your monitor.

Always have the big picture

ActiveContacts and multifunction buttons can be logically combined into any number of groups in two hierarchical levels. These can be freely positioned on the desktop. In its basic state, Active Directory and server-based contacts can be imported as ActiveContacts. There is a default group that includes all ProCall users, so you can refer to all available ActiveContacts when you need to.

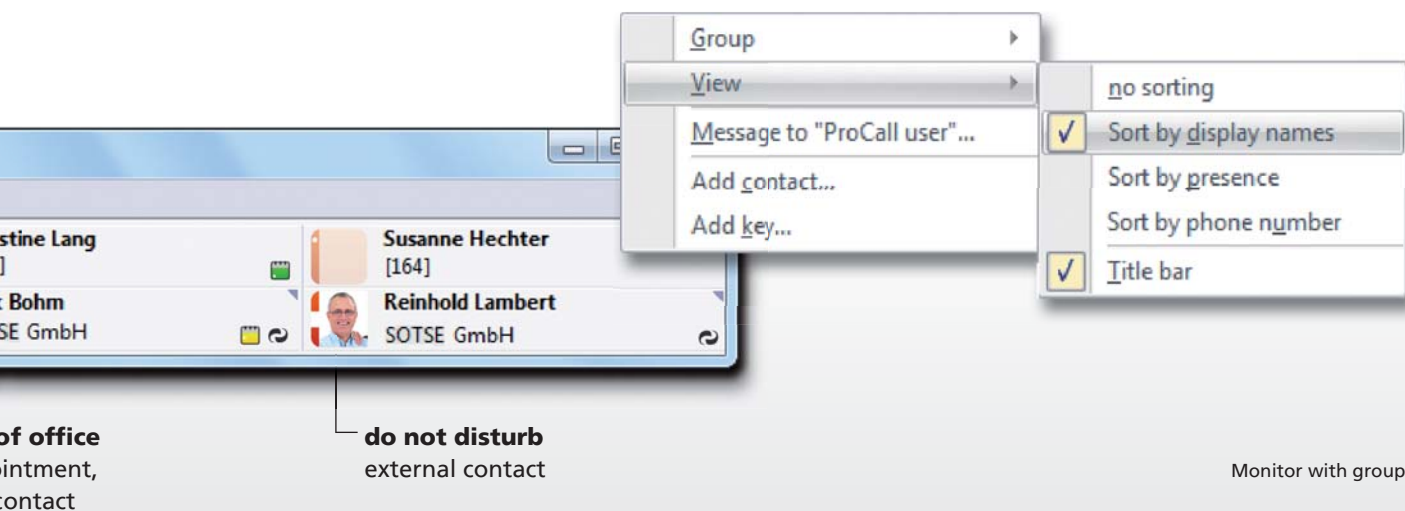


Personal sense of order

ProCall Enterprise can be placed anywhere on the screen or 'docked' at the upper, lower or side edge or in a discrete auto-hide mode like that of the Windows application bar. Each user can apply their own concept for grouping contacts and buttons. Locations, organizational and departmental structures, virtual project teams and 'MyFriends' can be grouped. A single contact can be assigned to several groups.

Message recieved

Individual users can exchange brief messages using the integrated instant messaging system. For external partners an SMS option is available. Received and sent IM and SMS messages are recorded using history entries. Entire groups can also be addressed at the same time, meaning several participants can be informed simultaneously.



Monitor with groups

ActiveContacts with CTI

Users with CTI capability can take advantage of a "multi-function button". CTI functions and actions can be triggered based on the statuses of corresponding Active Contacts, such as available, busy, absent and do not disturb. You can easily pick up calls, activate call redirects or assign specific numbers to buttons. Any number of custom actions can also be set up. This allows you, for example, to send a system code that activates a door opener.

Nothing forgotten – journals and tasks

Missed calls and unreachable business partners can be managed with an array of configurable journals and tasks. Personalized journals offer information about conversations with a contact and, if desired, this information can be made available across the entire company. Microsoft Outlook users can benefit from the integration of these functions in the application. Call-backs, new calls set-ups and memos about calls can be processed easily and quickly.



ProCall Enterprise

Runs like clockwork. On a solid platform.

Easy integration, configuration and administration minimize Costs

Central server services are at the heart of ProCall Enterprise. Those services are divided into user management (also in Active Directory if desired), telephony integration, interface services, databases, status monitoring and a central caller journal. They are characterized by straightforward and uncomplicated configuration.

Central server services

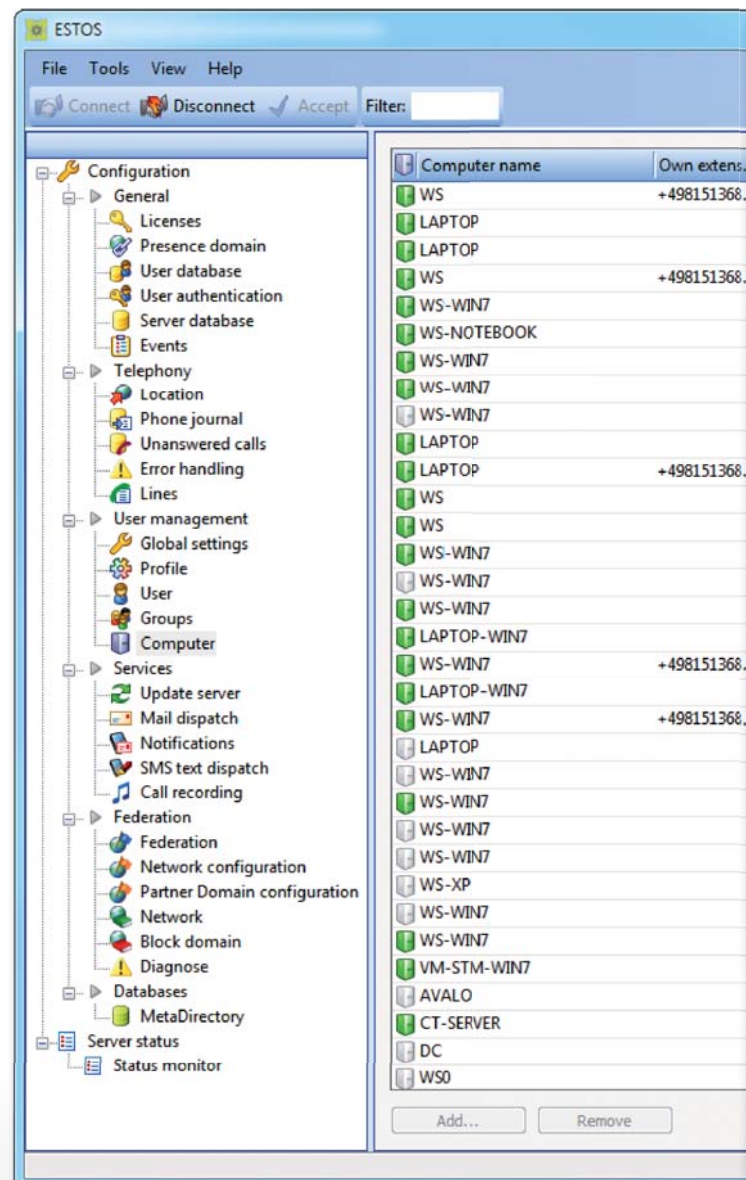
The ProCall Enterprise server provides various central server services, configuration and administration for clients and applications on a rigid, scalable and cascable platform. Connection to IP, hybrid or classic TDM telephone systems is made using this platform. It offers mechanisms for fallback and reconnect, which the server continues to make available even if the telephone system has failed. The mechanism also provides client reconnect in case the server hardware is not available due to maintenance. Operation does not require a Windows domain.

Users and telephones

Within the framework of connecting the server for telephony, devices and lines from the telephone system are made available as resources for computer telephony. User management involves assigning lines to users and computers and a customized and differentiated distribution of rights, depending on the scenario. This makes it easy to address the special requirements of boss/secretary connections. User management can alternatively be handled with the Microsoft Active Directory, which saves both time and money. Other user management systems can also be integrated.

Interface services

The server employs different interfaces to interact with various applications. Users can set up messaging services or integrate hardware for recording calls. The interfaces are freely configurable. In addition, there is a software development kit (SDK) with a description of software interfaces and examples for integrating third-party applications.





Second extensi...	Update ser...	Update service	Client software	Last logon
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:13:22	
CTI-Server....	4.0.0.9 x86	4.0.1.904 UK	02.08.2011 10:37:19	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:02:58	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	01.08.2011 15:34:36	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	01.08.2011 15:16:42	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:00:31	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:39:19	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:33:29	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	29.07.2011 18:51:49	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	01.08.2011 09:58:45	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	01.08.2011 12:38:37	
CTI-Server....	4.0.0.9 x86	4.0.0.883 DE	01.08.2011 18:11:35	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:11:24	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:16:12	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 09:57:13	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:32:09	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:33:33	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:01:00	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	29.07.2011 08:01:34	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:16:05	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:31:27	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:03:39	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	29.07.2011 09:56:49	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:37:26	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 10:14:43	
CTI-Server....	4.0.0.9 x86	4.0.1.904 UK	02.08.2011 10:37:47	
CTI-Server....	4.0.0.9 x86	4.0.1.904 DE	29.07.2011 18:06:32	
CTI-Server....	downloading...	4.0.1.880 DE	02.08.2011 10:42:25	
failed		unknown	unknown	
unknown		unknown	unknown	
unknown		unknown	unknown	
unknown		unknown	unknown	
unknown		unknown	unknown	

Server line management

Searching company-wide with rapid results

Searching for employee and contact data in various company databases can be a time consuming process. Typically, databases for various business areas need to be browsed to find the desired records. ProCall Enterprise client solves this problem. The product includes an ODBC and a powerful LDAP interface for linking contact databases that goes beyond Outlook/Exchange (from private and public folders), Lotus Notes and Tobit David InfoCenter contacts.

Databases

In many cases it makes sense to connect contact databases and telephone books centrally. To facilitate this, the telephone directory can be integrated with the server as a data source. The optional MetaDirectory can be used to enable access to almost every standard contact database format. This means Microsoft Exchange, Lotus Notes, Microsoft Dynamics CRM and Navision, Tobit David, DATEV, Steps Business Solutions, SAP Business One and all LDAP or ODBC-compatible databases, CRM and ERP systems as well as other business applications can be centrally connected. An address pool consolidated with MetaDirectory can also be made available as an Intranet telephone book for users without an ProCall Enterprise client.



ProCall Enterprise

Solving tasks. Even demanding ones.

Leverage the Technology Expertise
of ESTOS for Your Project.

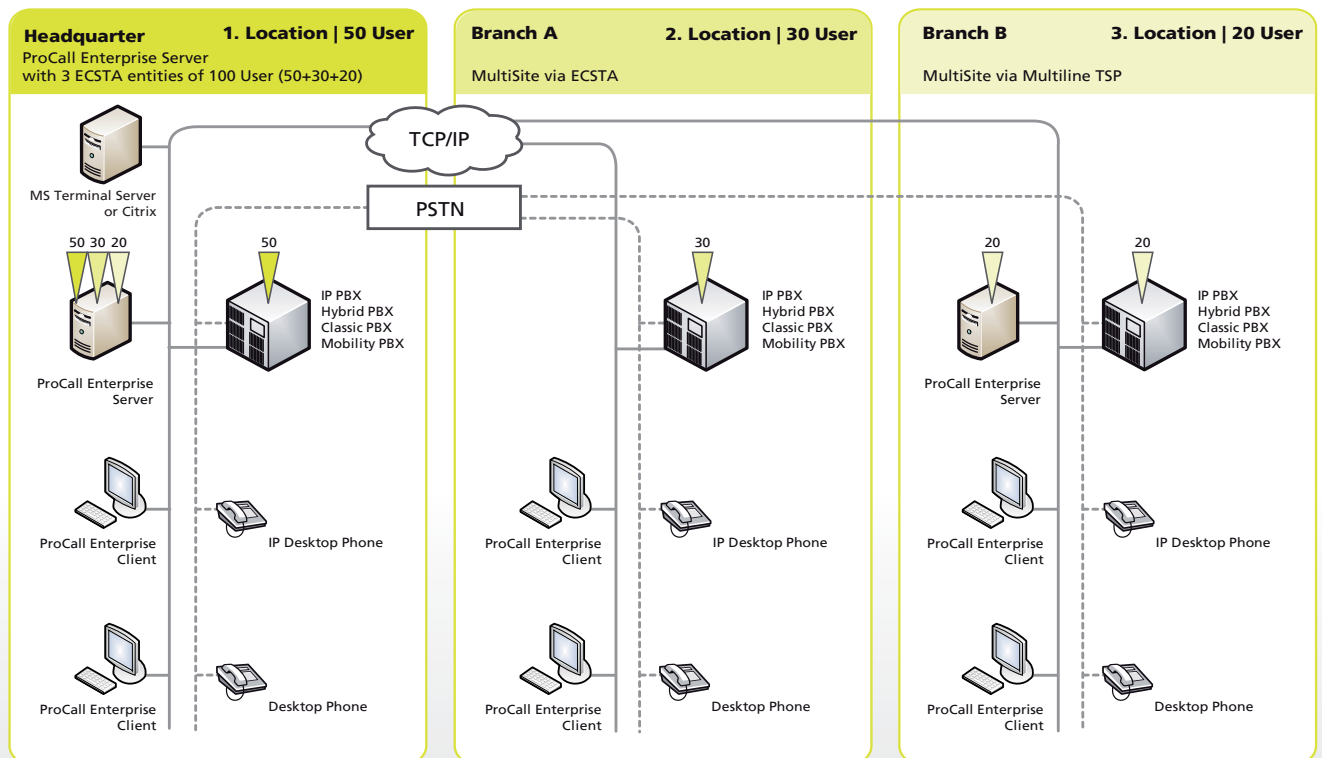
Intelligent drivers for standard client connections and networked systems make the best possible connection possible. Options for native device drivers and middleware for different systems are also available. This allows the implementation of scalable multi-site and multi-vendor scenarios in Citrix cluster solutions with load balancing.

Intelligent drivers and middleware

Drivers are used to communicate between client and server. They provide access to telephony for two lines using Microsoft TAPI. For demanding scenarios with networked servers, there is a special high-performance type of driver (MultiLine). Many telephone system manufacturers offer drivers for converting their proprietary protocols to the CSTA and TAPI standards. Some, however, offer no drivers or cannot meet the high demands of the market. An alternative is ESTOS developed middleware under the brand ECSTA series in 32 and 64-bit versions available for various systems. Each version is created in close collaboration with manufacturers, guaranteeing reliable and tested functionality.

MultiSite and MultiVendor

These drivers and/or middleware solutions help create highly scalable systems with more than 1000 members. When companies merge, the integration of distributed systems (MultiSite) by various PBX vendors (MultiVendor) is required. This can be easily implemented with ProCall Enterprise. So the presence information for each user within the network can be shown at each location. The competence of ESTOS counts in complex projects in Windows Terminal Server and Citrix environments too. ProCall Enterprise is also employed for load balancing clustered Citrix Server solutions.



Topology MultiSite with WTS/Citrix



Installation and initial configuration

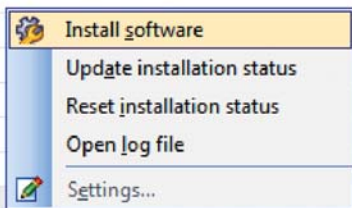
Easy-to-follow wizards make it easy to install and configure ProCall Enterprise software for the first time. For larger installations administrators can distribute client software automatically using MSI mechanism.

Free trial

ProCall Enterprise can be downloaded as a 45-day trial version with the full feature-set enabled, at no charge and without registering. This applies to all ESTOS products under www.estos.com. So you can completely check and test the software in your own specific environment before deciding whether to buy it.

License keys for the unlimited version can be obtained from our distribution partners, qualified system integrators and specialized dealers.

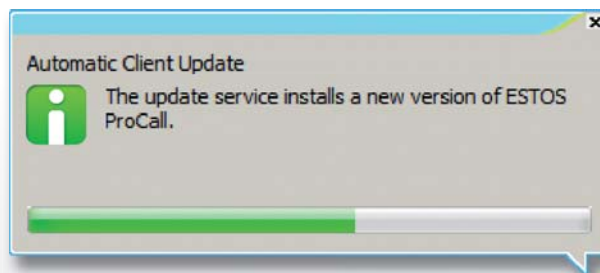
Computer name	Own extension	Second extensi...	Update server	Update service	Client software	Last logon
WS	+498151368561...		CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 12:1...
LAPTOP			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 UK	02.08.2011 11:3...
LAPTOP			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 12:0...
WS	+498151368561...		CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 12:0...
WS-WIN7			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 UK	02.08.2011 12:2...
WS-NOTEBOOK			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 11:0...
WS-WIN7			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 11:3...
WS-WIN7			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	02.08.2011 11:3...
WS-WIN7			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	29.07.2011 18:5...
LAPTOP			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	01.08.2011 09:5...
LAPTOP			CTI-Server.esto...	4.0.0.9 x86	4.0.1.904 DE	01.08.2011 12:3...



Server remote installation

Automatic Client-Update

ProCall Enterprise is continually being updated. ESTOS customers generally receive bug fixes and improvements within a major release free of charge. An automatic client update service that is controlled and monitored centrally from a server can also be set up.



Client update Info



ProCall Enterprise

More Business Value. For Your Company.

Share the successful Formula of ProCall Enterprise quickly and easily.

The value promised by Unified Communications lies in the efficiency of the users and to raise the business value that represents the value of an investment for a company. Unified Communications solutions increase the business value, especially when combined with business applications. This results in the ESTOS formula for success:

Unified Communications (UC) + Integration with existing business processes = Increased business value

The promise

Almost every IT decision-maker is now faced with terms such as "business value" and in the context of Unified Communication systems is confronted with "communication enabled business processing" and must justify the use of new technology based on specific metrics. The manufacturer of Unified Communications (UC) software advertises with promises like "efficiency" and "process optimization". Can these promises actually be honored? To answer this, the concept first of all needs to be explained.

What is business value?

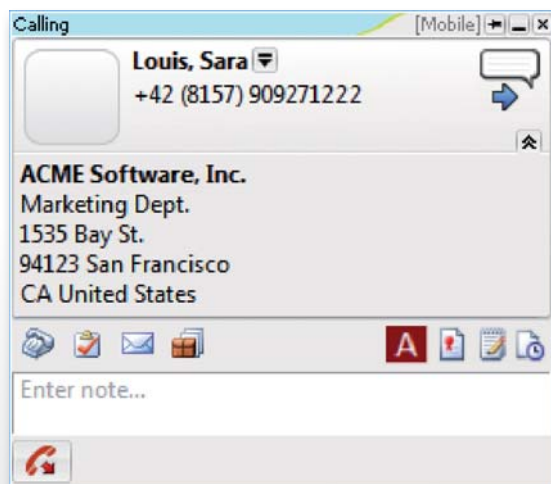
"Business value" describes the value or benefit of an investment for a company. On one hand these can be direct effects, e.g. cost savings. These are reflected directly in profitability, e.g. the return on investment (ROI) of a project. On the other hand, it also includes indirect effects such as the optimization of processes or increased customer satisfaction. This can be difficult to measure, but nevertheless should be considering when calculating the value of an investment. For a specific project it is necessary to bear in mind, in which areas of business value through IT – in particular Unified Communications – is this created.

Individual – team – company

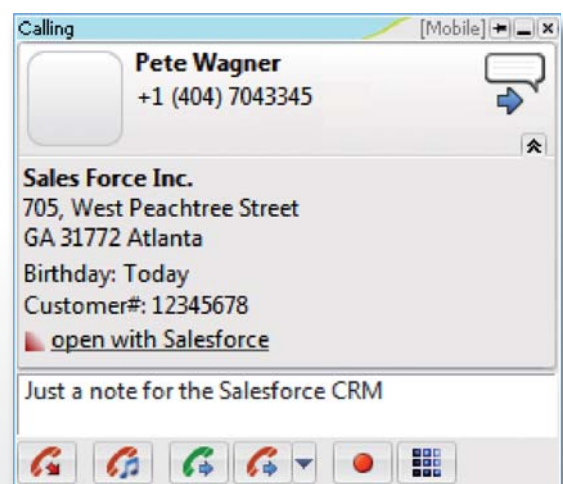
According to a study by Gartner analysts, UC solutions create three levels of a company's business value. On an individual level it improves the productivity and performance. On a team level it permits efficient cooperation. And at the corporate level the integration of communications into company-wide applications is essential. UC can bridge the gap between different software solutions, such as ERP and CRM systems, and thus optimize processes and also increase customer satisfaction.

Integration into business processes

On its own, ProCall Enterprise contributes to greater efficiency. However, its full potential comes into effect when it's integrated into the company software for existing business processes. Due to this operational procedures are made easier or are even completely automated. A business process is a sequence or a set of logically related activities which contribute to the value of the company.



Integration of Microsoft Dynamics CRM



Integration of Salesforce



Interlink CRM, ERP and business applications

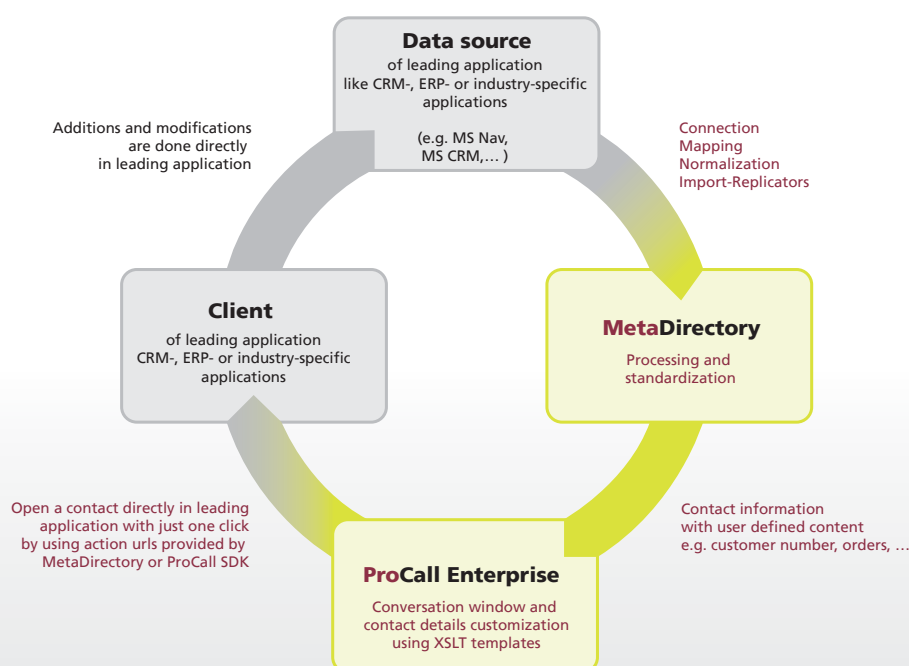
With ProCall Enterprise integrated into the entire business process, all important customer information is available from the first ring of the phone. The customer can be addressed personally and treated in a courteous way. This increased customer satisfaction leads to a more professional impression and at the same time can significantly reduce the call-time. The tiresome manually taking notes for calls (calls journal) can also be automated and hence eliminated.

In order to integrate the product into a heterogeneous data landscape, it often makes sense to use the MetaDirectory. This creates a consolidation and standardization of contact data from various data sources making the data available to ProCall Enterprise. This allows easy and efficient connection of contact data from groupware, ERP and CRM systems or other industry solutions, without being burdened by continuous additional queries. Moreover, third-party address books (e.g. telephone directory CD's) can also be linked in this way.

How ESTOS honors the promise

Basically, two different paths are available for business process integration of UC and company software. Firstly, ProCall Enterprise offers a variety of interfaces that enable integration of a broad range of functions into the company software. Secondly, ProCall Enterprise provides access to relevant contact data from all company data sources. Certain actions, such as contact cards or order forms, can be initialized directly from it as required.

The integration of ProCall Enterprise into the business processes of a company offers great potential, be it an increase in efficiency due to partly automated processes, or by improving customer satisfaction. The positive effect of the interleaving of UC and company software to the business value is clear. Therefore, the large number of documented interfaces and examples of complete solutions for the most popular ERP, CRM applications and other industry solutions, makes ProCall Enterprise ideal for all types of integration scenarios.



Information processing model



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// Presented by:

ProCall 4+ Enterprise

System requirements

PBX - hardware

- TAPI- or CSTA-enabled PBX



PC-Server - hardware

- Workstation with 2 GHz CPU
- 2 GB memory
- 1 GB hard disk

PC-Server - software

- Microsoft Windows XP, Vista, 7
2003, 2008 & 2008 R2 Server, 2012 Server
- Compliant with 32- & 64-bit Microsoft Windows OS



PC-Client - software

- Microsoft Windows XP Professional, Vista, 7, 8
2003, 2008 & 2008 R2 Server, 2012 Server
- Compliant with 32- & 64-bit Microsoft Windows OS

Optional environment

- MetaDirectory Version 2.0, or higher
- Microsoft Exchange Version 5.5, or higher
- Microsoft Outlook Version 2003 (32- and 64-Bit), or higher
- Lotus Notes Version 6.5, or higher
- Tobit David InfoCenter Version FX, or higher
- Citrix XenApp™ Version 4.5, or higher
- Terminal Server 2003, or higher

